

~~Late Filed Reply Comments~~ CG 03-123

Glenna Cooper at email glennaoad@aol.com sent the following Email to the FCC on 12/29/2005.

I couldn't attached the files to the ESC site to file public comments on behalf of Oklahoma Association of the Deaf.

Please do accept this public comment as attached if possible.

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Glenna Cooper
Okla Assoc of the Deaf
Vice President
BEFORE THE FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

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~~JAN - 6 - 2005~~ V 7C

Federal Communications Commission
Office of the Secretary

In the Matter of

Closed Captioning of Video programming

Implementation of Section 305 of the
Telecommunications Act of 1996
Video Programming Accessibility

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CG Docket No. ~~05-142~~ 251
FCC 05-142

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JAN - 9 2005

Federal Communications Commission
Office of the Secretary

Via Electronic Filing

REPLY COMMENTS BY OKLAHOMA ASSOCIATION OF THE DEAF

Oklahoma Association of the Deaf (OAD) hereby submits its reply comments in response to Telecommunications for the Deaf (TDI), National Association of the Deaf (NAD), Self Help for Hard of Hearing People, Inc (SHHH), the Association for Late Deafened Adults, and the Deaf and Hard of Hearing Consumer Advocacy Network's petition to initiate a rulemaking to establish additional enforcement mechanisms to better implement the captioning rules, and to establish captioning quality standards to ensure high quality and reliable closed captioning.

Oklahoma Association of the Deaf are in the whole fully agreed and support the petition on behalf of over 200 OAD members in the state of Oklahoma. OAD is the state organization that its purpose is to promote the interests of the Deaf and to advance the social, educational, cultural, and economic well being of the deaf.

As you may be aware that those closed captioning is a critical part of our life to ensure we have access to the necessary information such as homeland security and health security for personal safety and respect to quality of life, there are over million people that comes to depend on the captioning access for those reasons.

It does enhance our independence to receive the same information as the hearing viewers when the captioning is in acceptable quality.

For the last three years, OAD members and residents have seen an increased of complaints on poor access and quality in video programming continue to experience many issues. They have observed over thousand hours of programming per week and have become frustrated that too many times the captioning quality had

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become worst and that many video programming vendors do not take action to improve the captioning quality regardless of many phone calls and emails to their attention. It just seems that they are working with captioning companies who does "fly by night" to meet the basic requirement regardless of the high quality and acceptable level of quality services.

We have continued those ongoing issues to experience on a daily basis such as:

- 1) Too many times, deaf and hard of hearing viewers would contact the local television stations or video programming vendors to notify them of the captioning problem. The representative would respond that:
 - a. It is not their area and that we would need to contact the major programming company such as ABC, CBS, NBC, FOX and other networks.
 - b. It is impossible to find specific point of contact to report the captioning problem. Often it takes many hours and days to try to find someone to discuss the captioning problem.
 - c. It is not their area and that we would need to contact the captioning company regardless that the video programming vendors paid for the service and does not bother to monitor the quality.
 - d. They would take our name and phone number to follow up on our concern with the poor captioning, but they never followed up or called back.
- 2) Too many times, deaf and hard of hearing viewers would remind the local news television station to turn the captioning on which would required us calling them through the relay service and take up at least 30 to 45 minutes. It would be approximately 30 minutes to 1 hour before the captioning is turned on but the news broadcast has ended. These stations would reported that:
 - a. They do not have anyone to monitoring the captioning or they do not have a television screen to monitor it, even through they have several television screens surrounding their site. They could at least simply get a cheap 13 inch television to set it in front of the programming engineer team to monitor the captioning at all times.
 - b. They do not know who is responsible for the problem on how to turn the captioning on that they had to contact their station manager to find out whom to check with on how to turn the captioning on. Often they never figured it out until the next day when the station manager or engineer arrives to work.
- 3) Too many times, deaf and hard of hearing viewers have to call the television stations to remind them to turn the captioning on every once a while. Hearing viewers do not need to call the stations to remind them to turn the sound on. Why do the television stations constantly monitor the sound system when they choose to not monitoring the captioning system?
- 4) Too many times, the local or state television stations have failed to caption the weather warnings, which deaf and hard of hearing viewers become concerned and have to make phone calls to contact a hearing family members or friend to receive the weather updates. They may not be home at all times.
- 5) Too many times, the captioning would ends at specific hour when the show or special program would run over the hour which means deaf and hard of hearing viewers missed the critical information of the program. This forced the deaf and hard of hearing viewers to ask other hearing viewers at the workplace next day to get the critical information.
- 6) Too many times, the deaf and hard of hearing viewers would observed poor quality captioning and sit for hours trying to figure out what the show or program would be saying. Often, the captioning would look like this:

wh.....it....gona....@@ ???////kdhil yes...you must
go.....warning....slid

Should be: Who is it gonna be? Believe me, yes, you must go to
other room with warning, this killer will shoot you.

7) Too many times, deaf and hard of hearing viewers would gamble their time schedule to determine if
its worth to watch the show if the captioning would be in good or poor quality. Hearing viewers do not
have these concerns.

8) Too many times, deaf and hard of hearing viewers would be paying a full monthly bill for the cable
programming as the hearing viewers but less than 50% of the channels are captioned. The question the deaf
and hard of hearing viewers asked themselves on a daily basis, why should I pay the full amount for the
cable program when they are not captioned.

9) Too many times, deaf and hard of hearing night shift workers would miss the critical CNN or other
news after Midnight. Those video programming vendors trends to stop providing captioning after
midnight. Those workers should have the same rights as the hearing workers to have full access to the 24
hour Live News to monitor the ongoing security and health issues for their safety and emergency
preparedness.

10) Too many times, deaf non-profit agencies, deaf non-profit organizations, government educational
programs, colleges with deaf programs have successfully spend hundred or thousand dollars to ensure all
video programs are captioned in high quality within their limited budget where they are able to achieved
100% better than those for-profit video programming companies that have larger revenues budget.

We hope that those issues can help you understand why we cannot tolerate poor quality captioning any
longer that it must be enforced to ensure the captioning are in an acceptable quality level of services.

In conclusion, for the reasons stated herein, Oklahoma Association of the Deaf and its paid members
respectfully pleads FCC to review and consider when making a decision for the sakes of over several
million viewers who are deaf and hard of hearing.

Your support to ensure that ALL deaf and hard of hearing viewers have the same rights, as the hearing
viewers to receive the same services and quality would be greatly appreciated.

Respectfully submitted by:
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